



**NOTICE OF VACANCY
April 8, 2016**

POSITION: Administrative Assistant

DEPARTMENT: Health

SALARY: \$34,877 – \$41,669

HOURS: Monday – Friday 8:30am to 5:00pm

Position Purpose:

This position provides general administrative support and day-to-day office support for the Health Department for the Town of Framingham. This position is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control; performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Performs general office work: picks up and distributes mail, drafts correspondence and prepares mailings, orders supplies, orders maintenance and service for all equipment, and acts as a go-to for general office help.
- Answers phones, addresses and documents concerns, directs calls to the appropriate department, follows up on issues, and takes messages for staff.
- Greets visitors, ascertains nature of business, and directs visitors to appropriate person/department.
- Processes incoming mail and bills, compares invoices to purchase orders for consistency and accuracy as required.
- Enters data such as complaints and permit information into the department's data base management system.
- Prepares formats and administers official documents. This requires making copies, distributing to appropriate parties and filing appropriately.
- Composes and files correspondence as required; types vouchers, invoices, account statements, reports, and other records.
- Maintains files and databases as required.
- Maintains detailed, accurate and confidential records regarding activities and related client records, public health screening, and common health data.
- Attends all staff and Board of Health meetings and records meeting minutes.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School Degree required, Associate's or Bachelor's Degree preferred; One to three (1-3) years of administrative experience or related field preferred; experience working with computers; experience working with the public and responding to customer service requests or any equivalent combination of education and experience. A valid Massachusetts motor vehicle license is required.

Knowledge, Ability and Skill:

Knowledge: General office knowledge, Basic knowledge of the municipal administration process, basic knowledge of the functions of municipal government, basic understanding of the interaction between local government, state government, and federal government, basic working knowledge of business administration, practices, general office procedures, and applicable local, state, and federal laws.

Ability: Ability to plan, organize and collaborate with others, ability to communicate effectively, ability to establish and maintain effective working relationships with all town employees, board/committee members, officials and the general public, ability to recognize town-wide priorities and work cooperatively to support their accomplishment, ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure, ability to operate a computer and proficient in the use of MS Office applications and database applications.

Skills: Excellent customer service and organization skills, excellent written and verbal communication skills, excellent computer skills including MS Office applications, Skill in the use of the above mentioned equipment.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is frequently required to sit, communicate, or hear; occasionally required to walk, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

Supervision:

Supervision Scope: Performs routine duties that are clearly defined by protocol and standard operating procedures. This role requires basic knowledge of departmental operations.

Supervision Received: Works under the direct supervision of the Office Manager.

Supervision Given: None.

Job Environment:

- Work is performed under typical office conditions; work environment is moderately noisy.
- Operates an automobile, computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.
- Interacts with other town departments, town businesses, the general public, and town officials.
- Has access to department-related confidential and/or sensitive information including financial records, the disclosure of which would cause a significant breach of trust and seriously damage the reputation of the department.
- Errors in judgment could result in hardship to the town's citizens, lower standards of service to the community, monetary loss or legal repercussions and possible negative public relations for both the department and the town.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.